

Response

Thank you for your FOI request regarding Return To Player (RTP) percentages.

Please find responses to your questions below.

1. Is the Return to Player (RTP) percentage something that is defined by legislation, licensing conditions or best practise?

The Gaming Machine (Circumstances of Use) Regulations 2007 and the Commission's Gaming Machine Technical Standards which underpin this place a requirement on RTP to be displayed to players.

For machines manufactured since the Gambling Act 2005 was enacted there is no legislative stipulation as to the level of the RTP figure.

2. Who defines the RTP for a given game or gaming machine, yourselves or the gaming machine operators?

RTP is determined by the manufacturer of a game. This is verified by an independent test house.

3. Do RTP percentages vary by game or is it the same for all games on the gaming machine?

They can vary by game, e.g. a standard roulette with a single "zero" will have a RTP of 97.3%. Slot games tend to vary between 70% – 94% depending on category and the environment in which they are operated. This lower limit can be lower still (for example, in public houses).

4. Do RTP percentages vary according to the operator even if two operators offer the same game(s) on the gaming machine?

Variants of the same game can offer different RTP's but they would need to make this transparent to players via the required messaging.

5. Is there a recommended RTP range? i.e. 85 - 95%

There is no minimum or maximum defined in the legislation or other requirements. It is a matter for the manufacturer to consider based on player preferences.

6. If the RTP is game based: Is the RTP calculated based upon the total amount staked on that game on a single gaming machine or is it based on the collective amount staked on that particular game across all gaming machines in use by the operator?

The RTP relates to the individual game on a single gaming machine.

7. If the RTP is machine based: Is the RTP calculated based upon the total amount staked on that gaming machine or is it based on the collective amount staked across all gaming machines in use by the operator?

Please see the previous answer.

8. Is the outcome of a given bet on a category B2 gaming machine made on the device itself or is it made by a remote service i.e. a server not located on the same premises as the gaming machine?

It can be either, however the majority of machine operated in Great Britain use RNG (random number generators) local to the machine. However, in either case the system of randomisation must be tested by a third party Commission accredited lab prior to release to ensure it is random.

9. Who is responsible for auditing the transactions carried out by a B2 gaming machines and what is audit frequency?

The operator or game supplier can monitor RTP performance when the game is in the market, to ensure RTP is met. The Commission receives test reports from the independent test houses when games are released to ensure they meet the technical requirements.

10. What happens to the audit data, is it available to the public?

Audit data is not generally made publically available by operators or suppliers, although bookmakers have previously released actual game data for their B2 gaming machines to the [Responsible Gambling Trust](#) for research purposes.

The following link provides more information regarding RTP:

<http://www.gamblingcommission.gov.uk/FAQs/Gaming-machines/return-to-player.aspx>

I hope you find this information useful. Please contact me if any of this is unclear.

Review of the decision

If you are unhappy with the service you have received in relation to your Freedom of Information request and wish to make a complaint or request a review of our decision, you should write to FOI Team, Gambling Commission, 4th floor, Victoria Square House, Victoria Square, Birmingham, B2 4BP.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Gambling Commission. The ICO can be contacted at: The Information Commissioners' Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Request

I am writing to make an open government request for all the information to which I am entitled under the Freedom of Information Act 2000.

I am carrying out some research into the pay-out percentage (RTP) for category B2 gaming machines also known as FOBTs. I'd be grateful for any assistance you could provide in helping me to answer the following questions in the context of category B2 gaming machine.

1. Is the Return to Player (RTP) percentage something that is defined by legislation, licensing conditions or best practise?
2. Who defines the RTP for a given game or gaming machine, yourselves or the gaming machine operators?
3. Do RTP percentages vary by game or is it the same for all games on the gaming machine?
4. Do RTP percentages vary according to the operator even if two operators offer the same game(s) on the gaming machine?
5. Is there a recommended RTP range? i.e. 85 - 95%
6. If the RTP is game based: Is the RTP calculated based upon the total amount staked on that game on a single gaming machine or is it based on the collective amount staked on that particular game across all gaming machines in use by the operator?
7. If the RTP is machine based: Is the RTP calculated based upon the total amount staked on that gaming machine or is it based on the collective amount staked across all gaming machines in use by the operator?

I am also trying to find out a bit more about how the gaming machines work and the process of auditing of them. I appreciate that you may not be able to answer all of the below questions.

1. Is the outcome of a given bet on a category B2 gaming machine made on the device itself or is it made by a remote service i.e. a server not located on the same premises as the gaming machine?
2. Who is responsible for auditing the transactions carried out by a B2 gaming machines and what is audit frequency?
3. What happens to the audit data, is it available to the public?

I would like the above information to be provided to me in an email response to the address above.

If this request is too wide or unclear, I would be grateful if you could contact me as I understand that under the Act, you are required to advise and assist requesters. If any of this information is already in the public domain, please can you direct me to it, with page references and URLs if necessary.

If the release of any of this information is prohibited on the grounds of breach of confidence, I ask that you supply me with copies of the confidentiality agreement and remind you that information should not be treated as confidential if such an agreement has not been signed.

I understand that you are required to respond to my request within the 20 working days after you receive this letter. I would be grateful if you could confirm in writing that you have received this request.

I look forward to hearing from you.